

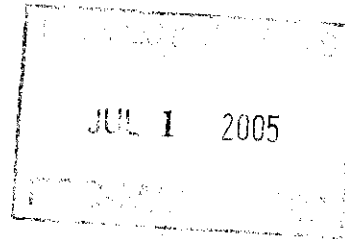


1-866-RELAY-MT (Voice/TTY)  
406-444-1335 (Voice/TTY)  
Fax: 406-444-5999

Montana Telecommunications Access Program  
111 North Last Chance Gulch  
P.O. Box 4210  
Helena, Montana 59604

June 23, 2005

Marlene H. Dortch, Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., SW, RM TW-B204  
Washington, DC 20554



Re: **CG Docket 03-123**

DOCKET FILE COPY ORIGINAL

Dear Ms. Dortch,

On behalf of the State of Montana, Montana Telecommunications Access Program (MTAP) is filing our Annual Complaint Log, which includes the number of complaints received from June 1, 2004 through May 31, 2005 that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of resolution, and an explanation of the resolution. We are also filing our Annual Tally Report with total complaints by category, for an overall view. MTAP is enclosing an electronic disk copy of the complaint log on a standard 3.5 inch diskette (formatted in an IBM compatible format using Word 97 or compatible software).

Should you have any questions concerning this report, please feel free to contact me.

Sincerely,

*Connie Phelps*

Connie Phelps, Executive Director  
Montana Telecommunications Access Program  
111 N. Last Chance Gulch  
Helena, MT 59604  
(800) 833-8503  
[cphelps@mt.gov](mailto:cphelps@mt.gov)

cc: **Dana Jackson, FCC**

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TALLY SHEET  
JUNE 2004 - MAY 2005

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# Relay Montana

06/2004 - 05/2005

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	1	0	0	0	0	0	1	33%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	0	0	0	0	0	1	0	0	0	0	0	1	33%
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	1	0	0	0	0	0	0	0	0	1	33%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>	0	0	0	1	0	0	2	0	0	0	0	0	3	

<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	1	1	10%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	1	0	0	1	10%
#25 Line Disconnected	0	2	0	0	2	1	0	0	0	0	0	0	5	50%
#26 Garbled Message	0	0	0	0	0	0	2	0	0	0	0	0	2	20%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	0	0	1	0	0	0	0	0	0	0	1	10%
#57 Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58 Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#59 Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
<b>TOTAL</b>	0	2	0	0	3	1	2	0	0	1	0	1	10	

<b>MISC COMPLAINTS</b>														
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Other	0	0	2	0	0	0	0	0	0	0	0	0	2	100%
<b>TOTAL</b>	0	0	2	0	0	0	0	0	0	0	0	0	2	

<b>TOTAL CONTACT</b>	0	2	2	1	3	1	4	0	0	1	0	1	15	
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TRS SUMMARY LOG  
JUNE 2004 - MAY 2005

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**Complaint Tracking for MT (06/01/2004-05/31/2005). Total Customer Contacts: 5 TRS**

Tracking #	Date of Complaints	Category # Complaints	Nature of Complaint	Date of Resolution	Explanation of Resolution
K64516429	03/29/05	#24	TTY customer called to say that when they call from their phone to an end user's phone number, they always get a fast busy. This has been happening since Sunday, March 27, 2005.	4/14/2005	Technical Supoprt reported that there was an issue with several T-1's that were down in the network. These have been restored to service and calls are able to process normally.
K641273453	05/10/05	#22	Email received from a customer: "I called customer service and received TTY tones. I called back and had the same experience. I then called using my TTY and it was answered TTY. I asked what the number for the voice line was, as the number I called is the Customer Service number we publish. Turns out it is one and the same, and they had branded my phone line as TTY. Don't know how that happened, but it was a bit of frustration."	05/10/05	NV/MT Account Manager called the customer service and spoke with a rep to verify the branding on customer's phone number. The customer service rep stated that there's no branding on that number. Requested to brand the number as voice. Notified this customer about the status.
K64129467	09/11/04	#17	The customer reported that the agent was not being cooperative and was yelling at the customer.	09/13/04	This CA was not on duty (working) at this time. No further action taken.
K64114394	12/04/04	#03	The customer's son states that the CA asked for the customer's calling from number and after the customer gave the number the CA asked, "Is this really the number your calling from?", and kept asking for the calling from number which left this customer very shook up. The call was put through after an extended amount of time.	12/04/04	Agent was coached on 12-9-04. The agent did remember the call and said that it came in as a "Relay Center" call with no from number. The agent asked for the from number and the customer wasn't understanding what the agent was asking. the agent finally got the number and processed the call normally. The agent was reminded to be polite and professional at all times and to get a supervisor if needed.
K64114563	12/05/04	#07	The customer reports there were too many XXXXX correction marks in his conversation. On 12/3/04, the first call was made at 8:05 AM, and the customer stayed on the line to make a second call. The	12/05/04	There were no technical difficulties within the system.



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CAPTEL SUMMARY LOG  
JUNE 2004 - MAY 2005

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**Complaint Tracking for MT (06/01/2004-05/31/2005). Total Customer Contacts: 10 CapTel**

Tracking #	Date of Complaints	Category # Complaints	Nature of Complaint	Date of Resolution	Explanation of Resolution
1055	7/14/04	#25	Disconnect/Reconnect during calls	7/15/2004	Technical Support sent over-the-wire software update to display visual Reconnection prompt. Also sent customer letter with tips on preventing disconnections.
1056	7/15/04	#25	Echo Sounds; Disconnect/Reconnect during calls; Captioning Speed	7/15/2004	Tech support sent an over the wire update for overall update and to enable disconnect/reconnect prompts. Explained why there is a 3-4 sec delay. Explained why there is an echo and how customer might eliminate its incidence.
1082	8/9/04	#35	Billing Issue	08/09/04	Explained billing situation to customer.
1083	8/18/04	#35	Billing Issue	08/18/04	Explained billing situation to customer.
1147	10/4/04	#25	Disconnect/Reconnect during calls	10/7/2004	Information shared on what can cause disconnections.
1148	10/4/04	#25	Disconnect/Reconnect during calls	10/12/2004	Tech support enabled disconnect/reconnect prompt so customer is aware when a reconnection is in progress. Shared information on why disconnections can occur with a data connection.
1149	10/21/04	#29	DTMF Tone Interference	10/26/2004	Tech support adjusted DTMF interference with customer's voice mail system. Immediate resolution provided.
1174	11/29/04	#25	Disconnect/Reconnect during calls; Sound Quality	11/29/04	Due to experiencing a variety of things, specifically static and buzzing when phone is picked up, Customer Service rep recommended customer contact MT program for a replacement unit.
1229	1/18/05	#29	DTMF Tone Interference	1/18/2005	Tech support adjusted DTMF interference with customer's voice mail system. Immediate resolution provided.
1230	1/19/05	#29	DTMF Tone Interference	1/19/2005	Tech Support made an adjustment to address DTMF tone pass through. Immediate resolution provided.



# PUBLIC NOTICE

Federal Communications Commission  
445 12<sup>th</sup> St. S.W.  
Washington, D.C. 20554

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DA 05-1681  
Released: June 16, 2005

## **CONSUMER & GOVERNMENTAL AFFAIRS BUREAU REMINDS STATES AND TELECOMMUNICATIONS RELAY SERVICES (TRS) PROVIDERS THAT THE ANNUAL SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS IS DUE FRIDAY, JULY 1, 2005**

The Federal Communications Commission's Consumer & Governmental Affairs Bureau reminds states and telecommunications relay services (TRS) providers that they must submit their annual consumer complaint log summaries for the 12-month period ending May 31, 2005, on or before July 1, 2005.

To assist the Commission in monitoring the service quality of TRS providers, the Commission requires state TRS programs and interstate TRS providers to maintain a log of consumer complaints that allege violations of the federal TRS mandatory minimum standards.<sup>1</sup> State TRS programs should report all complaints made to the state agency, as well as those made to the state's TRS provider. TRS providers that provide interstate TRS, interstate STS, interstate Spanish relay, interstate captioned telephone relay, VRS, or IP Relay are also required to submit complaint log summaries. These summaries are intended to provide an early warning system to the Commission of possible service quality problems. Additionally, this information allows the Commission to determine whether a state or interstate TRS provider has appropriately addressed consumer complaints and to spot national trends that may lend themselves to coordinated solutions. This information further enables states to learn how other states are resolving complaints.<sup>2</sup>

Complaint log summaries should include information pertaining to complaints received between June 1, 2004, and May 31, 2005. Complaint log summaries shall include, at a minimum, the number of complaints received that allege a violation of the federal TRS mandatory minimum

<sup>1</sup> See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order and Further Notice of Proposed Rulemaking, FCC 00-56, 15 FCC Rcd 5140, at 5144-5145, para. 9 (March 6, 2000) (*Improved TRS Order*); 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring filing of consumer complaint logs).

<sup>2</sup> *Improved TRS Order*, 15 FCC Rcd 5140, at 5190-5191, para. 122.



standards, the date of the complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.<sup>3</sup>

We note that according to the data presented in the state complaint log summary submissions for 2004, approximately sixteen hundred complaints were reported that alleged a violation of one or more of the Commission's mandatory minimum standards for TRS. Over seventy-seven percent of all complaints alleged violations of the operational mandatory minimum standards and stemmed from the interaction between the calling party and the communications assistant (CA). We therefore remind TRS providers and state administrators that their CAs must, among other things, be knowledgeable of TRS procedures, follow customer's instructions, and continue to keep callers informed about the progress of their call.

**All filings must reference CG Docket 03-123.** States and interstate TRS providers who choose to submit by paper must submit an original and four copies of each filing on or before Friday, July 1, 2005. To expedite the processing of complaint log summaries, states and interstate TRS providers are encouraged to submit an additional copy to Attn: Dana Jackson, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12<sup>th</sup> Street, SW, Room CY-C417, Washington, DC 20554 or by email at [Dana.Jackson@fcc.gov](mailto:Dana.Jackson@fcc.gov). States and interstate TRS providers should also submit electronic disk copies of their complaint log summaries on a standard 3.5 inch diskette formatted in an IBM compatible format using Word 97 or compatible software. The diskette should be submitted in "read-only" mode and must be clearly labeled with the State or interstate TRS provider name, the filing date and captioned "Complaint Log Summary."

Filings can be sent by hand or messenger delivery, by electronic media, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although we continue to experience delays in receiving U.S. Postal Service mail). The Commission's contractor, Natek, Inc., will receive hand-delivered or messenger-delivered paper filings or electronic media for the Commission's Secretary at 236 Massachusetts Avenue, NE, Suite 110, Washington, D.C. 20002. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. Commercial and electronic media sent by overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail should be addressed to 445 12<sup>th</sup> Street, SW, Washington, D.C. 20554. All filings must be addressed to the Commission's Secretary, Marlene H. Dortch, Office of the Secretary, Federal Communications Commission, 445 12<sup>th</sup> Street, SW, Room TW-B204, Washington, DC 20554.

The full text of this document and copies of any subsequently filed documents in this matter will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, SW, Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matters may also be purchased from the Commission's duplicating contract, BCPI, Inc., Portals II, 445 12<sup>th</sup> Street, SW, Room CY-B402, Washington, DC 20554. Customers may contact BCPI, Inc. at their web site [www.bcpweb.com](http://www.bcpweb.com) or call 1-800-378-3160.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer & Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word or Portable Document Format (PDF) at:

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<sup>3</sup> See 47 C.F.R. § 64.604 (c)(1).

<http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, contact Dana Jackson, Consumer & Governmental Affairs Bureau, Disability Rights Office (202) 418-1475 (voice), (202) 418-0597(TTY), or e-mail [Dana.Jackson@fcc.gov](mailto:Dana.Jackson@fcc.gov).

- FCC -